

Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT

Name of Center: Frog Hollow Kid Campus		Enrollment: 127	License ID: 4131000040
Street: 5005 Asbury Rd	City: Dubuque	IA Zip Code: 52002	County: Dubuque
Mailing Address: 5005 Asbury Rd			
Mailing City: Dubuque	IA	Zip Code: 52002	
Director's Name: Tiffany White		Center Phone Number: 563-582-2200	
On-Site Supervisors: Dee Turner		E-Mail Address: asbury@froghollowkids.com	

Date of Complaint: 6/18/2013

Date of Visit: 6/19/2013

☐ Scheduled ☒ Unannounced ☐ NA

☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[] **PROVISIONAL** license from _____ to _____

[] SUSPENSION of License

[] **REVOCATION of License**

Summary of Complaint:

Child care center staff did not supervise a child adequately while at a field trip at a local pool. A kindergarten age child was unsupervised at the slide and had trouble at the base of the slide causing the life guard to blow the whistle.

Licensing Rules Relevant to the Complaint:

109.10(16) Supervision and access.

a. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision.

NOT VIOLATED.

109.10(10) Records indicate that incidents involving minor injuries, minor changes in health status, or behavioral concerns are reported to parent on day of incident.

VIOLATED.

Inspection Findings:

An unannounced licensing visit was completed at this center on 6/19/13. The concerns of this complaint were addressed at that time.

The center director, Tiffany White, was spoken to about the reported incident. Tiffany indicated the center uses a staff ratio of at least one staff to every six children for all swimming field trips. She stated the center usually makes one or two field trips to pool per week during the summer. She stated they go to two local pools. Tiffany stated it is the expectation that staff take children to the slides and visually watch children go up the slide and at the bottom of the slide. She stated it is also the expectation that staff are in the pool with the children. She stated staff have a list they take with them to the pool to indicate which children can do what types of things at the pool.

On 6/28/13, the licensing consultant spoke further by phone with Tiffany. Tiffany stated she learned that there was a concern expressed by one parent who indicated a friend had told the parent that the parent's child was observed in the zero entry area with no staff around. Tiffany stated she discussed this with staff, and the staff indicated they could see the child but that the staff was not actually right next to the child. Tiffany stated she informed staff this would not be acceptable and that staff would need to be next to the child in the future. Tiffany was still not aware of any incident involving the slide. Tiffany was asked to speak with staff again and ask directly about any incident with the slide, and also to provide the center's written protocol for field/pool trips.

On 7/11/13 email correspondence was received from Tiffany including the center's written swimming policy including a revised policy. The policy includes that swimmers must stay with their assigned group, children wanting to swim at four feet or deeper must show the teacher they can swim. The revised policy included ratios of one staff to four children for preschool age and one staff to six children for school age. There were also handwritten statements from four different staff. The staff did indicate that there was an incident involving a child and the slides where the lifeguard got involved. Apparently, there was a staff in the water at the base of the slides to catch the children, but children were going down two different slides opposite each other at the same time. One of the children went under water and the lifeguard jumped in. An incident report was completed at the pool.

On 8/1/13 further email correspondence was received from Tiffany in regards to the center's response to learning the information. Tiffany stated staff indicated they did not feel it was necessary to write an incident report for this incident because the staff was at the slide and the child was not injured. The center did not receive a copy of the paperwork completed by the pool. Tiffany indicated she informed staff that in the future a similar incident would require the staff to complete an incident report for the center and parent, even if no first aid is required.

Special Notes and Action Required:

This type of incident could be classified as at least a minor incident that should have been reported to the parent on the day of the incident. The center has acknowledged this and the director indicates once learning of this incident through this complaint, she has advised all staff of this requirement.

The center has an established policy regarding swimming field trips that appears to be reasonable. It is strongly recommended, however, that the center consider strengthening this policy to ensure that there are enough staff to supervise children on and at the bases of slides. If there is more than one slide there should be enough staff at the bases of the slides to ensure each child can be supervised as coming down and entering the water.

Heidi Hungate, MSW
DHS Child Care Licensing Consultant

Consultant's Signature:



Date:

08/29/2013